



# *HOOSIER HEALTHWISE BRIEFING*

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## **Hoosier Healthwise 2003 Member Satisfaction Survey Results**

### **Objective**

The Hoosier Healthwise member satisfaction survey is conducted annually to assess the attitudes, behaviors and perceptions of the Hoosier Healthwise managed care program by the members in the program.

### **History**

Hoosier Healthwise is a health insurance program for children, pregnant women, and low-income families and has been operating in the State of Indiana since July 1994. The program was expanded in July 1998 to include more low-income children as Phase I of the Children's Health Insurance Program (CHIP). In January 2000, the Hoosier Healthwise managed care program was expanded once again to include more children in working families as CHIP-Phase II (Package C).

### **Method**

The survey was a random sample of members in all counties who were enrolled in the Hoosier Healthwise program as of September 2002, and who have been in the program greater than 6 months, regardless if medical services were obtained. The survey was conducted in the fall of 2002 in either one-on-one, telephone, or in-person interviews in which each question was read exactly as worded. Responses were recorded -- using a combination of 5 point scale rating questions and open-ended questions -- and sent to an independent market research organization, Market Measurement, for data analysis. The survey used 2 questionnaires: one for the adult population and one for the child population.

A total of 1,784 members were surveyed as a random sample of the population, which results in data that are accurate within a range of plus or minus 2.5%. Data weight was used to ensure that the total/aggregate study finding reflected the true size of the member population in each county.

### **Member Survey General Health Care Responses**

- 70% did not have any private health insurance before joining Hoosier Healthwise
- 42% did not have a regular doctor before joining Hoosier Healthwise
- 23% delayed or did not receive any medical care before joining Hoosier Healthwise because of limited or no health insurance
- 88% had visited their Hoosier Healthwise doctor in the 6 months prior to the survey
- 83% have identified a dentist who accepts Hoosier Healthwise and 80% had seen a Hoosier Healthwise dentist in the past 12 months

- 68% reported their health status as "much better or somewhat better" since joining Hoosier Healthwise. Only 2% reported that their health status had declined.
- 90% rated their current health status as "very good or good"

## Program Ratings

### • Overall Program Satisfaction

The Hoosier Healthwise program satisfaction rates have ranged from 83% to 92% (in 2002) during the past 5 years for a combined rating of "very good or good".

### • Physician Services

Ratings for physician services such as: physician courtesy, quality of care, staff courtesy, appointment lead times, and time spent with doctor are in the 89% to 97% range for responses of "very good or good".

### • General Services

Ratings for general program services such as access to: specialists, medical equipment, doctors, alcohol/drug abuse treatment, physical therapy, home care, family planning services (adults only), choice of pharmacies, mental health services, vision care, and dental services are in the 83% to 97% range for responses of "very good or good".

### • Program Strengths

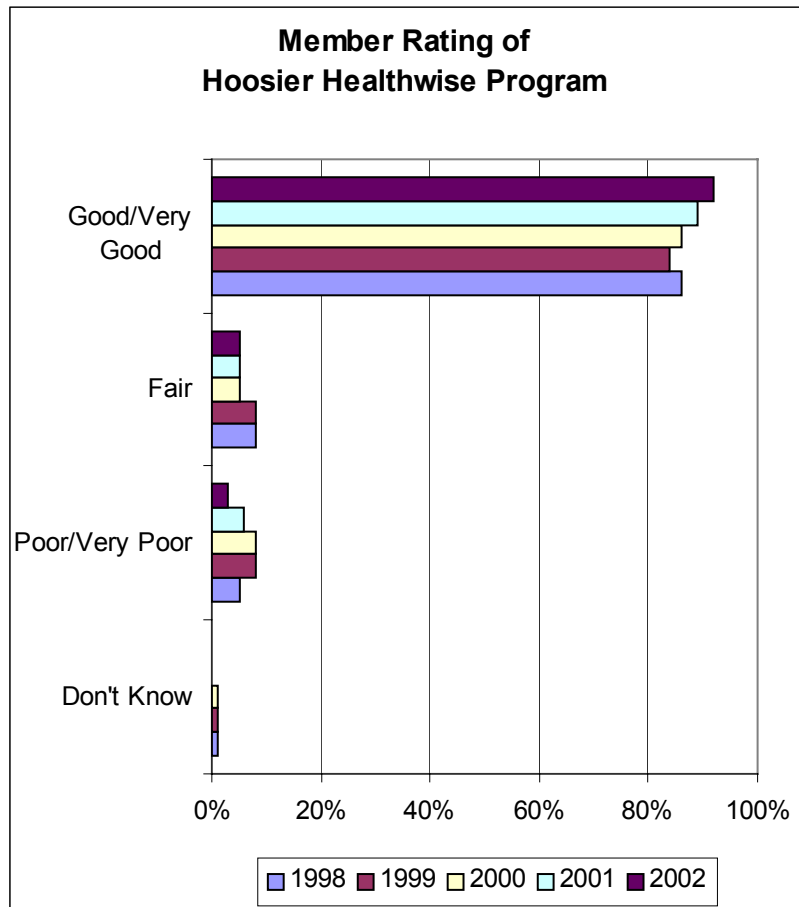
When members were asked what they liked about the Hoosier Healthwise program (in an open-ended question) the responses varied over a wide range of issues. The responses were grouped in the following categories (members may state more than one response):

- 38% - access to care
- 28% - cost/affordability
- 23% - coverage
- 19% - quality of care

### • Areas for Improvements

When members were asked how the Hoosier Healthwise program could be improved to better serve their health care needs (an open-ended question) the responses varied over a wide range of issues. The responses were grouped in the following categories (members may state more than one response):

- 80% - don't know/nothing else
- 37% - replied that the program is "fine as is"
- 15% - access (e.g., waiting room time, referrals, etc.)
- 15% - coverage (e.g., cover more medications, orthodontics, dental, etc.)
- 15% - doctors (more choice of doctors, change doctors more quickly, etc.)



## Additional Analysis

- **Delivery System/Regional Differences**

Analysis was performed to determine if there were any geographical or delivery system differences. Historically there has been very little difference in Hoosier Healthwise member attitudes, behaviors and perceptions when evaluating network/region combinations.

- **Counties with Largest Hoosier Healthwise Enrollment**

There was not a significant variance in the overall satisfaction levels between the 6 major counties (Allen, Elkhart, Lake, Marion, St. Joseph, and Vanderburgh counties), in the total study findings with one exception. Only 72% of members surveyed in Lake County reported that they were able to locate a Hoosier Healthwise dentist compared to 83% overall.

- **Children's Health Insurance Plan (CHIP)**

Analysis was performed to determine if there were any differences in the attitudes, behaviors and perceptions of the parents, guardians, etc. of CHIP children. The responses indicate some attitude and demographic differences between the CHIP and the Hoosier Healthwise populations. First, CHIP members have a somewhat more favorable assessment of the Hoosier Healthwise program. Second, CHIP members are more aware of renewal requirements to maintain continued coverage. Finally, the CHIP population is more likely to have a primary care physician before joining the Hoosier Healthwise Program, which may also be the reason for slightly lower emergency room utilization.

## Recommendations and Conclusions

In general the results of the member satisfaction survey indicate that Hoosier Healthwise members are positive about having regular access to health care. Hoosier Healthwise members surveyed gave high satisfaction ratings of the services provided by doctors, doctors' staff, and the general Hoosier Healthwise program services (e.g., specialists, medical equipment, doctors, alcohol/drug abuse treatment, physical therapy, home care, family planning services (adults only), choice of pharmacies, mental health services, vision care, and dental services).

Areas recommended for improvement are:

- **Enroll more PMPs**: Increase the number of Hoosier Healthwise enrolled primary care physicians -- Approximately one-third (36%) **of those who reported changing doctors** when joining Hoosier Healthwise because their previous doctor was not on the list of Hoosier Healthwise providers.
- **After-hours care education**: As many as one-in-four (26%) may not have the information necessary to reach physicians during after-hours timeframes.
- **ER use education**: Increase member education about appropriate emergency room use -- 23% reported that they had visited the emergency room in the 6 months prior to the survey for treatment that was not life threatening.
- **Transportation services education**: Increase education and information about transportation services -- 19% reported not receiving enough information on transportation services.
- **Dental services access and education**: Increase dental services education and information -- 17% overall and 28% in Lake County reported that they were able to find a dentist who accepts Hoosier Healthwise members.

For more information about the Hoosier Healthwise Member Satisfaction Survey, please contact:

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